

1/2

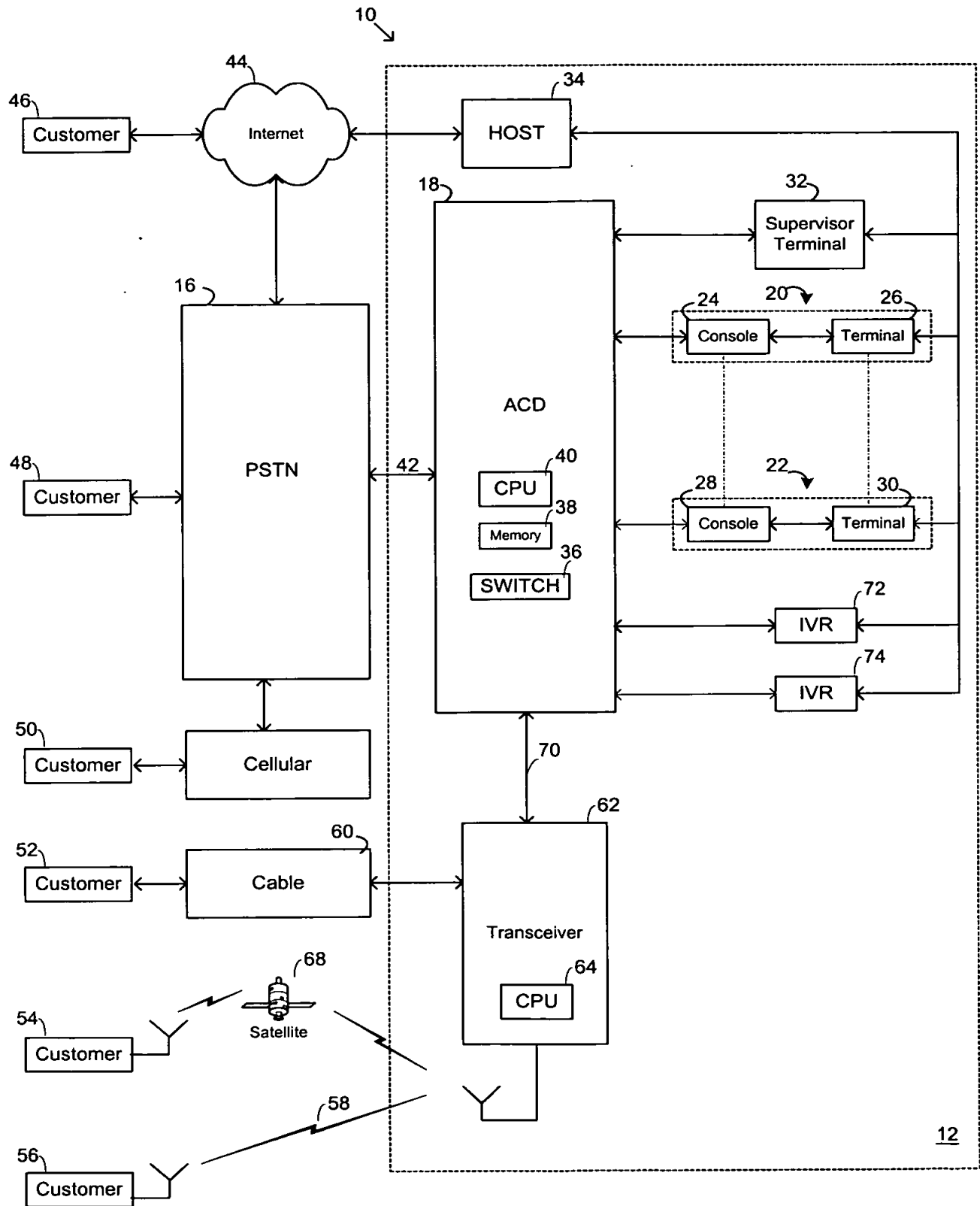


FIG. 1

2/2

Transaction Routing Table					
Calls/Skill	Voice	Voicemail	Chat	Email	Webcast
Tony	1/1	15/100	1/10	20/100	0/1
Jane	0/1	0/100	0/10	100/100	0/1
Bill	1/1	36/100	0/10	10/100	0/1
Sue	0/1	1/50	0/1	10/50	1/1
John	1/1	1/100	0/1	4/100	0/1
Mary	1/1	5/100	0/0	10/50	0/0

FIG. 2

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